# Office Procedures I

## Course Information

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<th>COURSE</th>
<th>PREFIX NO.</th>
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<tr>
<td>AOT</td>
<td>141</td>
<td>August 2014</td>
<td>August 2015</td>
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<tr>
<th>TITLE</th>
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## Prerequisites
- AOT 105 with grade of "C" or better.

## Description

**Level I:** This is an introductory course to a variety of office procedures and tasks using business equipment, systems, and procedures.

**Level II:** The purpose of this course is to help the office assistant develop the knowledge and skills that will be demanded on the job and to develop communication, technical, and human-relation skills which will assist the office employee to function effectively in a changing work environment.

The course emphasizes continual advances in technology, the global economy, increased diversity of the workforce with greater ethnic diversity and increased numbers of immigrants, an aging workforce, the changing skills demanded in the workforce (with oral and written communication skills, teamwork skills, soft skills, critical thinking skills, and adaptability skills being crucial), the changing nature of work, and the changing organizational structures.

## Textbook(s) or Alternative

## Materials
- Textbook

## Collateral Reading
- Frequent use of reference materials and office periodicals found in our library, Internet readings in Success Center.

## Class Management Activities

Academic Honesty:
- During a test, as well as on any written assignment, paper, or project, anyone determined to be exchanging information or copying someone else's work will be given a grade of "0" on that work and will face further disciplinary action. Collusion is defined as the unauthorized collaboration with any other person in preparing work offered for credit. This, as well as plagiarism, the appropriation of any other person's work and the unacknowledged incorporation of that work in one's own work offered for credit, will also be subject to a grade of "0" on the work and further disciplinary action. Please refer to the Student Catalog, "Academic Discipline and Honesty" section.
Absences:
Twenty percent of total class hours will be the maximum amount allowed. There are no excused absences except those verified by other instructors for field trips or school-related assignments. A student with a doctor's excuse will be able to make up missed work, but the absence is still counted toward the twenty percent.

Tardies:
A student is tardy if he/she arrives for class after the instructor has checked the class roll. Three tardies count as one absence. Any student who shows up for class more than ten minutes late will be counted as absent for that class.

Make-up Tests:
Make-up tests will be given at the discretion of the instructor. This will require the student to give a valid reason for missing the test and must be requested in advance. Any missed test will be put in the Success Center to be made up. The test should be made up within one week of return or it may be dropped a letter grade.

Assigned Work:
If an assignment is given to the class while a student is absent, he/she is required to turn in the work on the first day back in class.

Classroom Etiquette:
An integral part of an education is developing a sense of integrity and responsibility not only toward ourselves but also toward others. In the classroom, as on the job or in your home, exhibiting appropriate behavior reflects on your maturity. Arriving late to class, being unprepared, inappropriate talking while class is in session, etc., negatively reflect on you and your fellow students. Please be considerate. Remember no food or drinks are allowed in classrooms. Cell phones should not be on during class.

Student ID:
It is mandatory that every student wear his/her student ID badge at all times on the Cheraw campus. Instructors are required to dismiss students without ID from class. The student may get his/her ID (a temporary ID for $1.00 or a new one for $3.00 from Student Services) and return to class before the midpoint of the class. If the student cannot get an ID and return to class by the midpoint, the instructor will record the absence.

DISABILITIES STATEMENT:
Students with disabilities are encouraged to contact the Dean of Student Services to discuss needs or concerns as they pursue an academic program and participate in campus life. The Dean of Student Services will provide guidance regarding official documentation of disabilities and/or accommodation of needs. (See College Catalog)

RESOURCES (A-V, persons, tools/equipment): Field trips, guest speakers, videos, Career Center, Library, and Success Center
The course will cover the following topics at the approximate rate of one to two weeks per unit.

Part I  The Workplace and You
Part II  The Workplace Environment
Part III Communication-The Key to Success

We will have five unit tests. Hands-on classwork and homework assignments will be given in the form of the following activities: Critical Thinking, Build Workplace Skills, Communicate Clearly, Develop Relationships, Use Technology, and Above & Beyond. All work must be prepared using word processing software, with the spell-checker function employed for all documents. A zero grade will be given for each assignment not turned in. Work marked as "unacceptable" must be redone.

**STUDENT LEARNING OUTCOMES:**
1. Describe the qualities that make a worker a professional.
2. Describe the importance of following business etiquette.
3. Develop soft skills; e.g., human relations, communication, critical thinking, time management, and continual learning by analyzing problem situations and developing solutions.
4. Describe equipment and effective techniques for telephone communication.
5. Compose letters, memos, and reports using Microsoft Office Suite.

**INSTRUCTIONAL METHODS TO COMPLETE STUDENT LEARNING OUTCOMES:**
- Lecture/discussion
- Videos
- Guest speakers/field trips
- Role-playing
- Case studies

**EVALUATIVE METHODS TO APPRAISE STUDENT LEARNING OUTCOMES:**
Evaluation will be based on the following:

Unit tests given periodically throughout term 45%
Classwork/homework assignments 35%
Weekly quizzes on vocabulary and word usage 20%

**GRADING SCALE:**
- 93 - 100 = A
- 85 - 92 = B
- 77 - 84 = C
- 70 - 76 = D
- 0 - 69 = F

**NOTE:** A grade of “C” or better must be earned to advance to AOT 142.